



Spouse Information Meeting (SIM)

December 2013

**Supporting each Warrior, Family and Community with
sustainable services, ensuring power projection
readiness from Hawaii**

We are the Army's Home



SIM



Agenda

- Opening Remarks (USAG-HI Commander / Senior Spouse)
- Spotlight Brief – AFAP Conference Report Out (Mele Stender)
- Spotlight Brief – Mystery Customer Program (James Brown)
- Spotlight Brief – Patient Centered Medical Homes (LTC Inocencio)
- One Item of Interest to All (Service Providers)
- SIM Topic Annual Planner (Facilitator)
- Closing Remarks (USAG-HI Commander / Senior Spouse)



SIM



Spotlight Brief

AFAP CONFERENCE REPORT OUT

Ms. Mele Stender



USAG-Hawaii Army Family Action Plan Conference Report Out

Spouse Information Meeting 2 & 4 December 2013

**Supporting each Warrior, Family and Community with
sustainable services, ensuring power projection
readiness from Hawaii**

We are the Army's Home



SIM



OVERVIEW

AFAP is the Army's primary tool to communicate to leaders issues of importance and ways to improve the well-being of the overall Army family.

What began 30 years ago as spouse action groups now is a year-round process that covers all Army demographics to resolve issues at either the installation or Headquarters-Department of the Army level.

USAG-Hawaii's 2014 AFAP was conducted 13-15 November

Five work groups reviewed 24 issues submitted by the USAG-HI community and prioritized the top 10



SIM



Work Groups

- Teens
- Family Support and Employment
- Housing and Facilities
- Medical and Dental
- Force Support, Benefits and Entitlements



Prioritized Issues

- Inconsistent Oahu Commissary Prices
- Traffic Safety – Hale Kula School Zone
- Active Duty Basic Allowance for Housing (BAH) in Privatized Housing
- Soldier's Out-of-Pocket Expenses at Schofield Inn
- Admissions wait times for scheduled surgeries at Tripler Army Medical Center (TAMC)
- Malpractice at Military Medical Facilities
- Limited Child Development Center (CDC) Services for Preschool Children with Type 1 Diabetes (T1D)
- Wait Time for Child Care Services
- Skate parks on Schofield Barracks
- Healthy teen relationships



SIM



Issue Follow Up

- To view issues that have been submitted, resolved, remain open or have been closed, go to www.myarmyonesource.com and select “Army Family Action Plan” under the “Family Programs and Services” tab.
- To get involved in next year’s AFAP conference and make a difference for families Army-wide, call (808) 655-1703 or go online to www.himwr.com/getting-involved/army-family-action-plan



SIM



Spotlight Brief

MYSTERY CUSTOMER PROGRAM

Mr. James Brown



Mystery Customer Program

James Brown

mystery customer

**Supporting each Warrior, Family and Community with
sustainable services, ensuring power projection
readiness from Hawaii**

We are the Army's Home



SIM



Mystery Customer Program

What is it?

The Mystery Customer Program is an exciting and easy way you can help us provide **Professional, Polite, and Positive** customer service to every Service Member, Family Member, Retiree and Civilian

A feedback mechanism that provides another way to listen to our Customers and evaluate our services

Part of a balanced approach to Customer Relationship Management (CRM) along with ICE, Surveys, focus groups, and Spot Checkers



SIM



Mystery Customer Program

How can you participate?

Step 1: Watch the Customer Service Philosophy Video
Go on to **<http://www.garrison.hawaii.army.mil/crmt/default.htm>**

Step 2: Provide your contact information (name, email, and phone number)
Email: **usaghi.cms@us.army.mil** with the subject:
Mystery Customer Program; you will receive an evaluation form via email

Step 3: Conduct the Mystery Customer evaluation during your next visit to
any Garrison-Hawaii facility

Step 4: Complete the evaluation form and email to: **usaghi.cms@us.army.mil**
in PDF or JPEG formats



SIM



Mystery Customer Program

Where are Mystery Customer evaluation sites?

Directorate of Family & Morale, Welfare, & Recreation: CYSS facilities, CYSS recreation and Leisure facilities, Hale Ikena, Mulligan's, Nehelani, Nakoa, Back Bar, Tropics, Bowling Centers, Fitness Centers, Pools, ACS

Directorate of Human Resources: Military Personnel Division, Reassignment section, Family Travel, Transition Center, Retirement Services, Out Processing, DEERS/ID & Agent Cards

Directorate of Emergency Services: Gate Access Points, Fire and Police Services, Installation Access Office

Other Directorates & Offices: Installation Security Office, DA Photo Shop, Palms Communities, Directorate of Public Works, Installation Legal Office, and Religious Support Offices

ARE WE MISSING SOMETHING?

Take the ~~FTUSAGHNO~~ **Let Us Know** Community
Survey

https://www.surveymonkey.com/s/2013_Community_Survey

Your feedback will help improve the services
provided on all of Army Hawaii's installations.

For information call 656-0880 or 656-0881



Mystery Customer Program Summary & Questions?

US Army Garrison – Hawaii
Customer Service Satisfaction Spot Checker

How do you feel about the customer service you received today (mark one, space for optional comments on back)?

Service Provider's Office: _____ Date: _____



Extremely
Satisfied



Very
Satisfied



Satisfied



Neutral



Dissatisfied



Very
Dissatisfied



Extremely
Dissatisfied



SIM



Spotlight Brief

PATIENT CENTERED MEDICAL HOMES IN U.S. ARMY HAWAII

LTC Beverly Inocencio



SIM



Patient Centered Medical Homes in US Army Hawaii

Supporting each Warrior, Family and Community with sustainable services, ensuring power projection readiness

We are the Army's Home



IMCOM
SOLDIERS • FAMILIES • CIVILIANS

SIM



LTG Horoho's Overview





IMCOM
SOLDIERS • FAMILIES • CIVILIANS

SIM



- Patients have a ***consistent relationship*** with their health care provider
- ***Every Prime patient*** is assigned a primary care manager by name (PCMBN)
- The ***PCM team ensures*** patients have access to advice and a provider continuity 24 hours, 7 days a week
- The PCM and supporting team ***assists*** the patient with information and services to support health care decisions and to ***ensure comprehensive and continuous care***
- Healthcare is delivered around the ***whole person*** concept, coordinated and integrated care between settings and specialties,





IMCOM
SOLDIERS • FAMILIES • CIVILIANS

SIM



Increased ***continuity*** of care

More ***avenues*** to contact your provider
and/or team nurses



ARMY MEDICINE
SECURE MESSAGING SERVICE
POWERED BY  RelayHealth 





SIM



Hawaii PCMH and SCMH

- Soldier Centered Medical Home
 - 2nd BDE, 25th ID
 - 3rd BDE, 25th ID
 - 25th CAB
 - 8th TSC
- Patient Centered Medical Homes
 - Warrior Ohana (Ewa Beach - Kapolei)
 - Pediatrics (USAHC-SB and TAMC)
 - Family Medicine (USAHC-SB and TAMC)
 - Internal Medicine (TAMC)





SIM



Where are they located?

★ PCMH/ ★ SCMH

- Tripler Army Medical Center (TAMC)
- Schofield Barracks (SB)
- Kapolei

A- Tripler AMC PCMH Clinics:

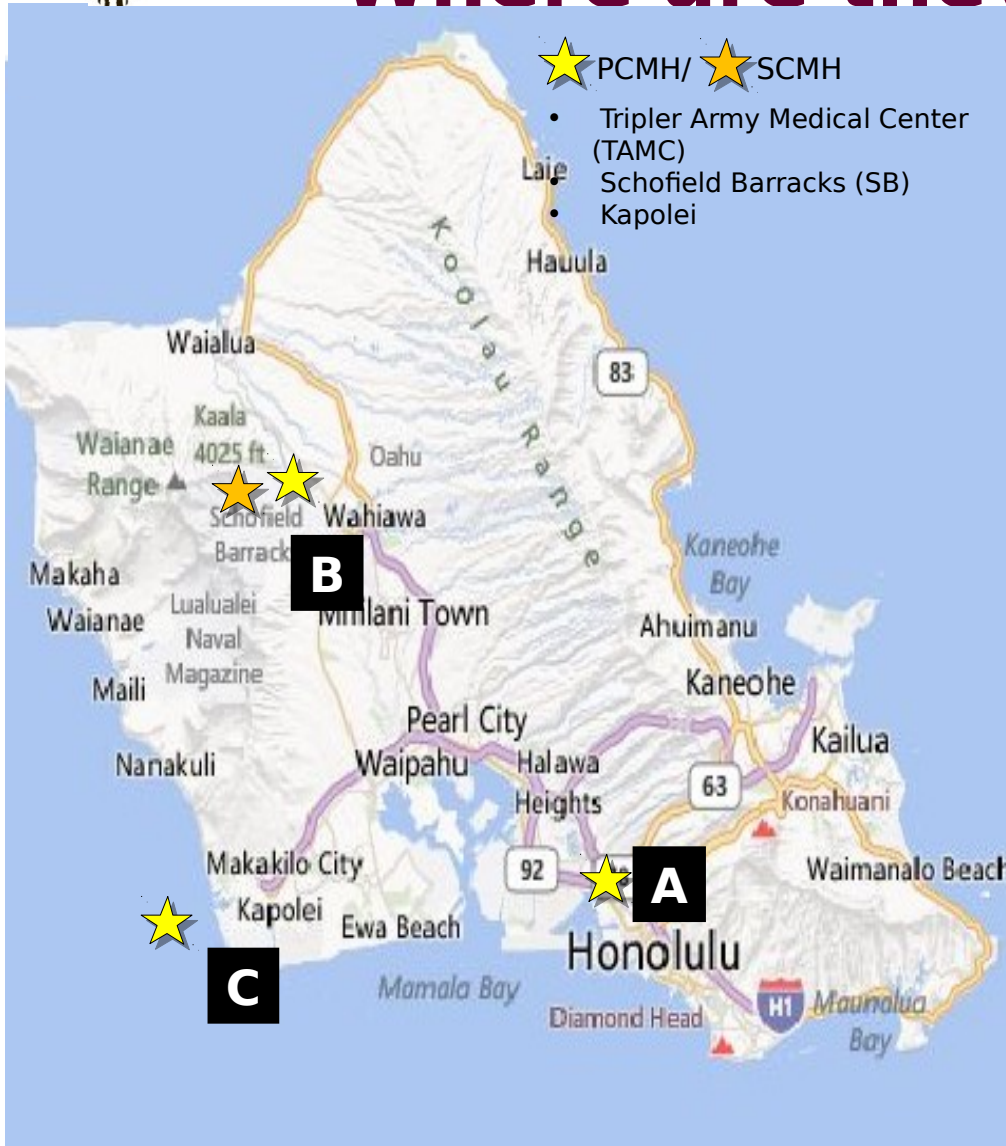
- TAMC FMC
- TAMC Internal Medical Center
- TAMC PEDS Clinic (Projected NCQA: 30 DEC 13)

B-Schofield Barracks PCMH/SCMH Clinics:

- SB Health Clinic Family Medicine Clinic (FMC)
- SBHC Pediatric (PEDS) Clinic
- SB Soldier Centered Medical Home (Projected NCQA: 30 DEC 13)

C- Kapolei:

- Warrior Ohana Medical Home



PCMH
(MTF
Staff)

SCMH
(BDE or Core
Staff with MTF
Augmentation)

- Behavioral Health Provider
- Clinical Pharmacist
- Dietitian
- MTF PCM
- Support Staff
 - RN
 - LVN/LPN/Medic
 - MSA

- BDE Surgeon
- BDE PAs
- MTF PCM
- BDE Physical Therapist
- Support Staff
 - BDE Medics
 - NCM (MMC)
- **Behavioral Health Provider**
- **Clinical Pharmacist**
- **Dietitian**
- **MTF PCM**
- **Support Staff**
 - RN
 - LVN/LPN
 - MSA



IMC
SOLDIERS • FAMILIES

SIM



<http://www.youtube.com/watch?v=Qo6QNU8kHxI>



Patient Advisory Council

- Purpose
 - Improve relationships between patients and care teams
 - Provide an opportunity for patients to review new programs and implement changes
 - Provide opportunities for patients to give input in the setting where they are receiving care
- If you are interested in becoming a member of the council



SIM



One Item of Interest to All (North Service Providers)

1 Directorate of Family and Morale, Welfare and Recreation	12 Directorate of Emergency Services
2 Army Community Service	13 Family Housing (DPW)
3 Child, Youth, and School Services	14 Island Palm Communities
4 Army Family Action Plan	15 Schofield Barracks Health Clinic
5 Army Family Team Building	16 Solider Family Assistant Center
6 Exceptional Family Member Program	17 Fisher House
7 School Liaison Office	18 United Healthcare
8 Hui O' Wahine	19 Religious Support
9 FRG/ Op Ready Programs	20 Exchange
10 Army Volunteer Corps Coordinator	21 Commissary
11 Armed Services YMCA WAAF	22 Red Cross



SIM



SIM Topic Annual Planner

JANUARY 2014	FEBRUARY	MARCH
<small>SOLDIERS • FAMILIES • CIVILIANS</small> Spotlight: SHARP (view video) Spotlight: DES: Crime; current service & support TLM: SHARP (view video)	SIM Spotlight: Tax and Financial Freedom SIM Spotlight: CDC (FAQ)/summer programs/Youth Employment TLM: VMIS (ACS Rep/Garrison VAC (Heather)FRG Symposium	SIM Spotlight: Family Advocacy Program/ Summer Programs/ Pre-PCS Move SIM Spotlight: Chaplain TLM: CDC, VMIS, FRG Survey Command Team Orientation
APRIL	MAY	JUNE
Spotlight: Tri-care (changes) Spotlight: Financial Readiness TLM: Social Media (Use and protect from) TLM: BN FRG survey analysis	Spotlight: Disaster Preparedness Spotlight: Recycling programs and the cost savings to MWR Spotlight: Joint Spouse's Conference Spotlight: Pre-PCS Theme TLM: 5 Oct 13 Joint Spouse's Conf/CSF2 & MRT TLM: 16 May 13 Social Media	Spotlight: Agency Briefs TLM: No TLM Scheduled
JULY	AUGUST	SEPTEMBER
<ul style="list-style-type: none"> No SIM/TLM scheduled 	Spotlight: AFAP Spotlight: CSF2 Training Center Spotlight: Joint Spouse Conference Registration Spotlight: Health Fair/Promotions/Clinic update TLM: Housing TLM: AFAP Q&A	Spotlight: Army Wellness Clinic Spotlight: Housing Utility Brief Spotlight: Post-PCS Theme TLM: TBD
OCTOBER	NOVEMBER	DECEMBER
<ul style="list-style-type: none"> SIM for October: Rescheduled 	Spotlight: Holiday Programs (ITR) Spotlight: Parent-to-Parent Program Spotlight: Sharp Hotline Number (No TLM for November)	Spotlight: AFAP Outbrief Spotlight: Mystery Customer Program Spotlight: Patient Centered Medical Homes TLM: TBD



SIM



End of Brief

INSTALLATION MANAGEMENT COMMAND



“Sustain, Support and Defend”



SIM



Service Provider, Agency Partner, and Key Stakeholder Roster (North)

Agency	Point(s) of Contact	Email
Schofield Barracks Health Clinic	LTC Ellen Barksdale Ms. Amy Mayfield	ellen.s.barksdale.mil@mail.mil Amy.e.mayfield.civ@mail.mil
United Healthcare (Formerly TriWest)	Mr. Karl Kiyokawa	karl_kiyokawa@uhc.com
Directorate of Emergency Services	MAJ Brandon Tennimon Mr. Antonio Williams	brandon.tennimon.mil@mail.mil antonio.l.williams24.civ@mail.mil
Island Palm Communities	Ms. Sheryl Ferido	sferido@ipchawaii.com
Family Housing (DPW)	Ms. Carol Jones	carol.l.jones16.civ@mail.mil
Army Community Service	Ms. Jewel Csiszar	Jewel.k.csiszar.civ@mail.mil
AFAP (Army Family Action Plan)	Ms. Mele Stender	Hannah.m.stender.civ@mail.mli
AFTB (Army Family Team Bldg)	Ms. Kate Dempsey	aftbschofieldbarracks@gmail.com
EFMP (Exceptional Family Member Program)	Mr. Leonard Webster	leonard.t.webster.civ@mail.mil
Army Volunteer Corps Coordinator (AVCC)	Ms. Yolanda Johnson	yolanda.m.johnson8.civ@mail.mil
School Liaison Office	Ms. Wendy Nakasone	wendy.k.nakasone.naf@mail.mil
Child, Youth, and School Services	Ms. Suzanne King Ms. Synthia Quintana	Suzanne.v.king.naf@mail.mil synthia.t.quintana.naf@mail.mil
FRG/ Op Ready Programs	Ms. Sandy Crocker	Sandra.l.crocker4.civ@mail.mil
Armed Services YMCA WAAF	Ms. Renee Spencer	wheeler@asymcahi.org
Religious Support	CH CPT(P) Chuck Williams	charles.s.williams60.mil@mail.mil
SFAC (Solider Family Assist Cntr)	Mr. Hank Cashen	henry.l.cashen.civ@mail.mil
Exchange	Mr. Terence Maynard	maynard@aafes.com
Commissary	Mr. Gregory McGruder	gregory.mcgruder@deca.mil
Fisher House	Ms. Theresa Johnson	theresa.m.johnson2.civ@mail.mil
Hui O' Na Wahine	Ms. Martha (Marti) Ragano	huipresident@gmail.com
Directorate of Family and Morale, Welfare and Recreation	Mr. Michael Amarosa Ms. Suzanne King	michael.s.amarosa.naf@mail.mil suzanne.v.king.naf@mail.mil
Red Cross	Vacant	tbd@hawaiiredcross.org



SIM



Service Provider, Agency Partner, and Key Stakeholder Roster (South)

Agency	Point(s) of Contact	Email
Directorate of Family and Morale, Welfare and Recreation	Ms. Tashika Scott-Dickson	tashika.m.scott-dixon.naf@mail.mil
Army Community Service	Ms. Jewel Csiszar	jewel,k.csiszar.civ@mail.mil
Child, Youth, and School Services	Ms. Suzanne King Ms. Synthia Quintana	Suzanne.v.king.naf@mail.mil synthia.t.quintana.naf@mail.mil
School Liaison Office	Ms. Wendy Nakasone Mr. Wayne Yoshino	wendy.k.nakasone.naf@mail.mil wayne.n.yoshino.naf@mail.mil
Military Child Education Coalition	Ms. Stacey Cain	ptop.schofield@militarychild.org
Hui O' Wahine	Ms. Karen Standish	president@fshuiowahine.com
Armed Services YMCA AMR	Ms. Lise Peacock	amr@asymcahi.org
Directorate of Emergency Services	MAJ Brandon Tennimon Mr. Jesse Kaleikini	brandon.tennimon.mil@mail.mil jesse.k.kaleikini.civ@mail.mil
Island Palm Communities	Ms. Sheryl Ferido	sferido@ipchawaii.com
Tripler Army Medical Center	Ms. Patti Myers	patti.e.myers.civ@mail.mil
Fisher House	Ms. Theresa Johnson	theresa.m.johnson2.civ@mail.mil
Religious Support	CH CPT Roy Hamilton	Roy.a.hamilton6.mil@mail.mil
Exchange	Ms. Beatriz Diaz	diazbe@aafes.com
Red Cross	Ms. Nadia Pinet-Hurt	pinetn@hawaiiredcross.org



SIM



Family and MWR December Community Programs

**Supporting each Warrior, Family and Community with
sustainable services, ensuring power projection readiness
from Hawaii**

We are the Army's Home



SIM



Family and MWR December Community Programs

December 1st 2014 NFL Pro Bowl Ticket Sales @ Leisure Travel Services

December 1st Christmas Lights Trolley Tours Ticket Sales @ Leisure Travel Services

December 2nd “Monday Dollar Days” @ Schofield Bowl

December 3rd Tree Lighting & Holiday Concert @ Generals Field, Schofield Barracks

December 5th Tree Lighting & Holiday Concert @ Palm Circle, Fort Shafter

December 7th Winter Wonderland @ AMR Youth Gym and Community Center



SIM



Family and MWR December Community Programs

December 11th Christmas Stocking Make & Take @ SGT Yano and
Fort Shafter Libraries

**December 13th Right Arm Night @ Hale Ikena, Fort
Shafter**

December 13th 2nd Annual CYSS Middle School Winter Ball @
Schofield Barracks Youth Center

**December 14th Single Soldiers Holiday Party @ Tropics
Recreation Center**

December 17th Christmas Story Time! @ SGT Yano Library

December 18th Santa Visit @ Fort Shafter Library



SIM



Family and MWR December Community Programs

NEW! Activities

NEW! Preschool Story Time @ SGT Yano Library & @ FT Shafter Library

NEW! Grilling at the Range with Chef Devin Lee @ Leilehua Grill

NEW! CYSS SKIES Unlimited School of Sports & Fitness Programs @ Schofield Barracks & AMR Studios

NEW! Personal Training @ Ft. Shafter PFC, AMR PFC, and Tripler PFC

NEW! Aloha Friday Barbeque @ Leilehua Grill

NEW! Pacific Teen Panel @ AMR/ FT. Shafter Teen Centers

NEW! Student Resources in Context @ Army Hawaii Libraries

NEW! CYSS SKIES Unlimited School of Academics Classes @ SKIES Studios

Youth Sports is Looking for Volunteer Coaches @ Youth Sports Offices

SPECIAL EVENTS & ACTIVITIES



December 19th Toasting to your Future Holiday Party @ SGT Yano Library

Visit :

himwr.com

For additional information and other
programs

